



STATE OF CALIFORNIA
Department of Parks and Recreation
EXAMINATION ANNOUNCEMENT
COMMUNICATIONS OPERATOR
OPEN - SPOT



CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION OR PREGNANCY. COMMITTED TO VALUING DIVERSITY IN THE WORKPLACE.

CR90-1670

2PR08

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE, BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL FOR	Department of Parks and Recreation		
POSITIONS EXIST	This is a SPOT examination for Monterey, Riverside and Sacramento counties only.		
WHO SHOULD APPLY	Applicants who meet the minimum qualifications by September 14, 2012 , the final file date. This is an open examination. Applications will NOT be accepted on a promotional basis.		
WHERE TO APPLY	<p>Application and Criminal Record Supplemental Questionnaire (may be delivered in person or by mail. Please submit to:</p> <table><tr><td>By mail to: Department of Parks and Recreation Attention: Selections Unit P.O. Box 942896 Sacramento, CA 94296-0001</td><td>In person to: Department of Parks and Recreation 1416 9th Street Room 1018 (10th floor) Sacramento, CA 95814</td></tr></table> <p>Link to Application (STD 678) and Criminal Record Supplemental Questionnaire: (http://jobs.ca.gov/Profile/StateApplication)</p> <p>INCLUDE EXAM CODE 2PR08 ON YOUR APPLICATION IN THE SECTION TITLED (EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING)</p>	By mail to: Department of Parks and Recreation Attention: Selections Unit P.O. Box 942896 Sacramento, CA 94296-0001	In person to: Department of Parks and Recreation 1416 9th Street Room 1018 (10th floor) Sacramento, CA 95814
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FINAL FILING DATE	Applications (Form 678) and the Criminal Record Supplemental Questionnaire must be POSTMARKED no later than September 14, 2012 , the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.		
EXAMINATION DATES	Performance Test: P.O.S.T. Entry-Level Dispatcher Selection Test Battery will be held on November 10, 2012 .		
SALARY RANGE	A – \$3016 - \$4033 B – \$3413 - \$4562		
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements.		
ELIGIBLE LIST INFORMATION	A departmental eligible list will be established for the Department of Parks and Recreation. This list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.		
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>All applicants must meet the education and/or experience requirements for this examination by September 14, 2012, the final filing date.</p> <p>NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p> <p>All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.</p> <p>Pursuant to Government Code 18935(b), candidates with <u>permanent</u> status at the Communications Operator level or above, may not be eligible to apply for this examination.</p> <p>(Continued on reverse side)</p>		

**MINIMUM
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern and are distinguished as "**Either**" I, "**Or**" II, "**Or**" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to the examination as meeting 100% of the overall experience requirement.

Education: Equivalent to completion of the 12th grade. **AND**

Either I

Experience: Six months of experience in the California state service performing the duties of a Dispatcher-Clerk.

Or II

Experience: One year of experience in dispatching work involving the operation of radio communications equipment/systems.

Or III

Experience: Two years of experience involving a substantial amount of direct and telephone contact with the public and the responsibility to perform numerous tasks simultaneously.

POSITION DESCRIPTION

This is the entry, working, and journey level for this series. Employees work under general supervision in a Communications Center following established policies and procedures in order to perform a variety of duties. Duties include operating multifrequency/channel radio telephone systems and computer-aided transmitting and receiving equipment to receive calls from field units, telephones, or other sources; filling out dispatch logs or typing entries into computer terminals; receiving and transmitting reports of incidents and requests for assistance; answering telephone requests for information; relaying calls for emergency services vehicles, other law enforcement agencies, or other assistance requested by field units. At the full journey level, employees work under direction and perform all of the above and select receivers and transmitters and adjust volume controls; dispatch units or other equipment to specific points as required; provide information as requested or required by officers in the field; and act as a lead person.

**EXAMINATION
INFORMATION**

The examination will consist of a Commission of Peace Officer Standards and Training (POST) Entry-Level Dispatcher Selection Test Battery weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **COMPETITORS WHO DO NOT APPEAR FOR THE EXAMINATION WILL BE DISQUALIFIED.**

**P.O.S.T. Entry-Level
Test
(Weighted 100%)**

Scope:

A. Knowledge of:

1. Alphanumeric sequences.

B. Ability to:

1. Work under stress and maintain composure.
2. Follow instructions precisely.
3. Listen and translate what is heard into the appropriate action.
4. Speak English over the telephone quickly and be easily understood.
5. Adapt quickly to a variety of situations.
6. Act in an emergency situation.
7. Write rapidly and legibly.
8. Perform several functions simultaneously.
9. Hear in the presence of significant background noise.
10. Read and comprehend at the level required for the job.
11. Determine officer's welfare from voice inflection.
12. Establish priorities and take appropriate action.
13. Extract critical information from incoming calls.
14. Recall a variety of situations and retain information.
15. Anticipate the officer's need for assistance.
16. Type.
17. Operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.

**SPECIAL PERSONAL
CHARACTERISTICS**

Consistently report to work with a minimum of absences; willingness to work on Saturdays, Sundays, and holidays at odd or irregular hours and night shifts; voice well modulated for radio transmission and clear enunciation; emotional stability; hearing necessary to perform the duties of the position; and a satisfactory record as a law-abiding citizen.

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**SPECIAL
REQUIREMENTS**

Applicants for Communications Operator, Resources Agency must be proficient at typing.

California Penal Code Section 13510(c) authorizes the Commission on Peace Officer Standards and Training (POST) to establish minimum standards for recruiting and training public safety dispatchers working in agencies that participate in the POST program. CA State Parks participates in the POST program. The screening standards for public safety dispatchers include:

- an evaluation of oral communication skills,
- a verbal, reasoning, memory, and perceptual abilities assessment,
- a background investigation,
- a medical examination.

Background Investigation

Existing law requires that a thorough background investigation shall be conducted to verify the absence of past behavior indicative of unsuitability to perform public safety dispatcher duties. The background investigation shall include a check of Department of Motor vehicles' records and a search of local, State and national criminal history files to disclose any criminal record. It also includes checks of an applicant's educational, employment, financial and military history. Persons unsuccessful in the investigation cannot be appointed to the Communications Operator series.

If you are successful in this examination, you will be required to complete background investigation forms on which you must disclose **convictions for all arrests and citations as well as arrests and citations for which trial is currently pending** except:

- Convictions that have been sealed, expunged, eradicated, or for which the case has been dismissed (e.g., successful completion of a diversion program).
- The following marijuana violations if they are more than two years old: Health and Safety Code Sections 11357(b) or (c) or a statutory predecessor thereof; 11360(c); or 11364, 11550 as they related to marijuana prior to January 1, 1976, or a statutory predecessor thereof.

Medical Examination

If you are successful in this examination and are not disapproved during the background investigation, existing law requires that a medical examination shall be conducted to verify the absence of any medical condition which would preclude the safe and efficient performance of dispatcher duties. Persons unsuccessful in the medical exam cannot be appointed to the Communications Operator series.

Training

Existing law requires the POST Public Safety Dispatcher's Basic Course to be the minimum basic training for all public safety dispatchers for agencies participating in the POST program. The course shall be completed within 12 months of hire or assignment to dispatcher duties. Failure to successfully complete the course shall be cause for termination based on failure to meet the required conditions of employment.

**ADDITIONAL
APPLICATION
INFORMATION**

In completing item number 2 on the Criminal Record Supplemental Questionnaire, you may answer "NO" to the question "Have you ever been convicted by any court of a felony?", if, pursuant to Penal Code Section 1000.4(a), you have successfully completed a deferred entry of judgment program related to violations of those codes specified in Penal Code Section 1000.

**VETERANS'
PREFERENCE CREDITS**

Veterans' preference credits will be added to the final score for all competitors who are successful in this examination and who qualify for, and have requested these points. **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.**

CAREER CREDITS

Career credits are not granted in open examinations.

**CONFIDENTIALITY AND
SECURITY**

Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in state civil service.

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GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Parks and Recreation, (916) 651-0438, three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Examination Unit of the Department of Parks and Recreation, (916) 651-0438, three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department, and the Department of Parks and Recreation.

If you meet the requirements, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Parks and Recreation reserves the right to revise the examination plan to better the needs of the service if the circumstances under which this examination was planned changed. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. In addition locations of oral interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Veterans' Preference Credits: California law allows granting of veterans' preference credits in open entrance examinations and open-non-promotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open-nonpromotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference credits are on the Veteran Preference Application (Form 1093) which is available from State Personnel Board offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

DEPARTMENT OF PARKS AND RECREATION

Personnel Office/Selections Unit 1416 9th Street, Room 1018, Sacramento, CA 95814 (916) 651-0438

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device
1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)